

93-22

FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON, D.C. 20554

October 18, 1994

EX PARTE OR LATE FILED

IN REPLY REFER TO:

RECEIVED

OCT 18 1994

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF SECRETARY

DOCKET FILE COPY ORIGINAL

The Honorable Thomas H. Andrews
Member of Congress
1530 Longworth House Office Building
U.S. House of Representatives
Washington, D.C. 20515

Dear Congressman Andrews:

This letter responds to your correspondence on behalf of Richard Kelly, General Manager, Holiday Inn, regarding charges on his telephone bill and relating to information services provided on 800 numbers. Your letter, as well as the complaint of your constituent, has been referred to the Enforcement Division of the Common Carrier Bureau for review. The Enforcement Division will communicate with your constituent upon completion of its review.

The Telephone Disclosure and Dispute Resolution Act (TDDRA) was enacted by Congress in 1992 and required both the Federal Communications Commission and the Federal Trade Commission (FTC) to adopt rules governing the provision of pay-per-call services. Under the TDDRA, the FCC has jurisdiction over the telecommunications carriers involved in the transmission and billing of the telephone calls, while the Federal Trade Commission has jurisdiction over the information service companies themselves.

The TDDRA generally required pay-per-call services to be provided on 900 telephone numbers and generally prohibited the provision of these services on 800 numbers, except in instances where the caller has entered into a presubscription agreement or comparable arrangement with the information service provider. Pursuant to the Commission's rules, which became effective on September 24, 1993, a presubscription agreement entails a formal contractual understanding whereby the consumer is provided clearly and conspicuously all terms and conditions associated with the use of the service and affirmatively agrees to abide by them.

The Commission has received numerous complaints similar to those described by your constituent. These complaints are processed by the Enforcement Division of the Common Carrier Bureau by serving a copy of the complaint upon the telecommunication carriers involved, who must generally respond in writing within 30 days. Beyond reviewing these

No. of Copies rec'd _____
List ABCDE _____

The Honorable Thomas H. Andrews
Page 2

complaints and pursuing appropriate action to resolve them, the Commission has undertaken several efforts. First, Common Carrier Bureau staff has met with the carriers that provide the billing service for calls to 800 numbers as well as interexchange carriers who provide the 800 number transport to emphasize their obligations under the TDDRA and the rules of the Commission. Secondly, because the increase in the number of complaints has been so significant, we have started an investigation of these practices, with special focus on whether any companies have attempted to evade or violate our rules. Additionally, as part of the effort to make clear the carriers' responsibilities under the law, the Common Carrier Bureau has recently issued a ruling holding that the information provider's receipt of the originating telephone number, a practice that was serving as the premise of some charges, does not in itself constitute a presubscription agreement.

Moreover, on August 2, 1994, the Commission instituted a Notice of Proposed Rulemaking seeking to strengthen Commission rules to prevent abusive and unlawful practices under the TDDRA. Specifically, the Commission has sought public comment on a proposal to require that a presubscription agreement be established only with a legally competent individual and executed in writing, and that common carriers obtain evidence of the written agreement before issuing a telephone bill that contains charges for presubscribed information services. Under the proposed rules, these telephone bills could be addressed only to the individual who actually entered into the presubscription arrangement, not to the person or company whose telephone was used to place the call. The Commission has tentatively concluded that this and other proposed changes would significantly assist in eliminating the source of many consumer complaints. Enclosed is a summary of the Commission's action in this regard.

We appreciate receiving your correspondence. Please call upon us if we can provide any additional information.

Sincerely,



Kathleen M.H. Wallman
Chief
Common Carrier Bureau

Enclosure

THOMAS H. ANDREWS

MEMBER OF CONGRESS
FIRST DISTRICT MAINE

WASHINGTON OFFICE
1530 LONGWORTH BUILDING
WASHINGTON, DC 20515-1901
(202) 225-6116

DISTRICT OFFICE
136 COMMERCIAL STREET
PORTLAND, ME 04101
(207) 772-8240
TDD (207) 772-8240
1-800-445-4092



Congress of the United States 4288
House of Representatives

COMMITTEE ON
ARMED SERVICES

COMMITTEE ON
MERCHANT MARINE
AND FISHERIES

COMMITTEE ON
SMALL BUSINESS

MAJORITY WHIP AT LARGE

August 23, 1994

Lauren J. Belzin
Acting Director Office of Legislative Affairs
Federal Communications Commission
Room 808
1919 M Street N.W.
Washington, DC 20554

Dear Ms. Belzin:

I recently received the enclosed correspondence from Richard Kelly, General Manager of Holiday Inn.

Mr. Kelly is experiencing problems with Holiday Inn's long-distance carriers. He has outlined the problems in the enclosed correspondence and would like to file an official complaint. Would you please investigate and respond to Mr. Kelly's complaint through this office?

I appreciate your attention to this matter. Please contact me if you have any questions.

Sincerely,

Suzanne C. Onos
Field Representative

enclosure

AUG 01 1994



July 21, 1994

Mr. Reed Hundt
Chairman
F.C.C.
1919 M St., N.W.
Room 818
Washington, DC 02554

Dear Mr. Hundt:

This letter is being sent to you to lodge an official complaint against the following long-distance carriers:

TELAMERICA COMMUNICATIONS
LONG DISTANCE BILLING CO., INC.
INTEGRETEL, INC.

The above-mentioned companies have made the managing of our telephone system a nightmare. Not only have we've lost money in exorbitant fees (before we realized what they were doing), but the money lost for time spent to call these companies asking for a credit to our bill, requesting a block on all our trunk lines (to prevent future abuse), the time and money lost in writing letters requesting the blocks and the cost of faxing our request.

Just in a one-month period we would have incurred charges of \$500+ had we not reviewed our bill closely. Multiple this by hundreds, if not thousands, of companies that do not, and we're talking high incomes for the carriers.

More often than not it is extremely difficult in reaching these companies. It usually entails multiple calls to get through, then being put on hold for long periods of time only to end up getting disconnected. Once again, valuable time and money lost not to mention the utter frustration we are subjected to.

What we find very interesting is their willingness to issue credit (usually taking 2 billing cycles) without a question asked. This indicates to us that they are engaged in something that although it may be technically legal, crosses the line of moral and proper business practices. They do not want any complaints made to the FCC, nor do they want to draw any attention to themselves for fear you and/or a legislator may start taking a closer look. We feel they are banking on businesses (especially large ones) being too busy to be able to scrutinize their telephone bills fully.

PORTLAND WEST

81 Riverside St. • Portland, Maine 04103-1098 • 207/774-5601 • Fax: 207/774-2103
Operated by Harper Hotels, Inc. U. S. License From Holiday Inns, Inc.

Our company is relatively small; however, our group of hotels is franchised with the largest hotel chain in the world. We have discovered just in our 4 hotels no one was aware of these practices. We wonder how much money has been lost in the past for telephone charges not collected. We wouldn't even attempt to recoup these charges from our customers, even if we were able, due to the outrageous fees.

We assume you are most likely aware of the various methods used by these carriers to successfully get around blocked 900 numbers. Please see the attached copy of a General Broadcast issued by Holiday Inns-Worldwide. I think we must agree if not illegal, it is certainly unethical. Since this message was broadcast last year, another "method" has come to our attention.

This method involves (as we understand it) a guest at our hotel calling a 800 number and being asked for their "PIN" number. When the guest indicates they do not have a PIN number, they are asked what their telephone number is. Naturally, they give the telephone number they are currently at, namely ours. A PIN number is then assigned to them and the call is then processed by being transferred to a 900 number. These 900 fees are extremely high as compared to NYNEX, Sprint, MCI or AT&T. From that time on the guest can simply dial these numbers and give our number along with their 4 digit PIN number. This can be done from anywhere in the country at no expense to them. As it is impossible to block 800 numbers, we are at the mercy of these carriers.

We are fairly confident that some guests truly feel they are making a toll free call. Others, of course, may be aware of how this "scam" works. Regardless of whether the guest is aware or not, we feel these long distance carriers helping to facilitate this practice fly in the face of what most of us would consider ethical. We dare say that if companies such as AT&T, NYNEX, Sprint or MCI engaged in this type of practice, the FCC, federal government and/or our legislators would quickly take a long, hard look.

We feel these practices should be reviewed; and if need be, the legal loopholes closed. These methods mentioned could be only the tip of the iceberg.

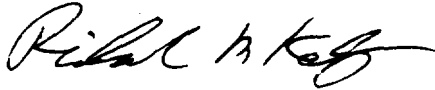
We are attaching several documents in order to help you decipher how this is being done and our efforts to prevent it.

A copy of this letter is being sent to Senator George Mitchell, Senator William Cohen, Representative Olympia Snowe and Representative Tom Andrews. In addition, a copy is being faxed to Holiday Inns-Worldwide with a request to issue another General Broadcast to the approximate 1300-1400 Inns in the country.

We would greatly appreciate a response from you and our legislators regarding what, if anything, is being done to curb or eliminated these highly suspect practices.

Thank you, Mr. Hundt, for taking the time to review this letter and its accompanying material. We anxiously await a reply.

Sincerely,

A handwritten signature in cursive script, appearing to read "Richard M. Kelly".

Richard M. Kelly
General Manager

RMK/tjl

Enclosures



March 22, 1993

Call Transfer Service
P.O. Box 11423
Shawnee Mission, KS 66207

To Whom It May Concern:

We have been advised by Holiday Inns Worldwide that certain 900 numbers can be called by going through an 800 number and having it transferred; these calls end up being charged to our phone number.

We are requesting that this practice cease and that all the numbers listed below be removed/blocked from your service.

We find this practice to be highly suspect. Any additional phone charges of this nature will not be paid for by us.

Numbers to be Blocked

207-774-5600	207-775-6835
5601	6836
5602	6837
5603	6838
5604	6839
5605	6840
5606	6841
5607	6842
5608	6843
5609	6844

Sincerely,

Richard M. Kelly
General Manager

RMK/tjl

PORTLAND WEST

81 Riverside St. • Portland, Maine 04103-1098 • 207/774-5601 • Fax: 207/774-2103
Operated by Harper Hotels, Inc. Under License From Holiday Inns, Inc.

CALL TRANSFER SERVICES
P.O. BOX 11423
SHAWNEE MISSION, KANSAS 66207

April 29, 1993

MAY 10 1993

To Whom It May Concern:

We are writing in response to your letter.

This company operates several '800' numbers. These lines work as collect calls. The procedure works as follows:

Example For A \$4.95 Call

- The caller dials an '800' number.
- A preamble is played which states, "If you are under 21 you must hang up now. For a call billed at just \$4.95 a minute. Please press 1 on your touch-tone phone and hang up now. We'll call you right back collect."
- After the call back the message then proceeds to say, "Please stay on the line if you are over 21 years of age. No '900' charges and no credit card needed. Billed collect at \$4.95 a minute. To accept this call, please press 1 on your touch tone phone now."
- The billing procedure begins only after the caller accepts the collect call by pressing 1 the second time. Therefore; you have had two opportunities not to accept the collect call.

The rates on these lines vary from \$3.95 to \$5.95 a minute. The caller can stay on the line a maximum 10 minutes. In addition, the preamble on these '800' lines specify the price of the call and that the caller must be 21 years of age.

Please be advised that there is no way of knowing the identity of the caller.

To avoid future problems we have blocked your phone number from accessing our service.

We hope this letter is responsive to your inquiry. For any adjustments please contact Integretel, Inc. If you have any additional concerns, please contact us.

Sincerely,

Customer Relations
Department



Z TO: INTEGRTEL, INC. / ATTN: SHELLY BROWN
FROM: Richard M. Kelly
General Manager
DATE: JULY 6, 1994
SUBJECT: TRUNK LINE BLOCKING
TEL. NO. 207-774-5601
BILLING PERIOD: MAY 25 - JUNE 24, 1994

Date	7/6/94	# of pages	2
From	R. Kelly		
To	INTEGRTEL		
Co.	Holiday Inn - West		
Phone #	207-774-5601		
Fax #	207-774-2103		
Post-it Fax Note	7671		

LISTED BELOW ARE OUR TRUNK LINES. WE ARE STRONGLY DEMANDING
THAT A BLOCK BE PUT ON ALL THE FOLLOWING TRUNK LINES:

207-774-5600	207-775-6835
207-774-5601	207-775-6836
207-774-5602	207-775-6837
207-774-5603	207-775-6838
207-774-5604	207-775-6839
207-774-5605	207-775-6840
207-774-5606	207-775-6841
207-774-5607	207-775-6842
207-774-5608	207-775-6843
207-774-5609	207-775-6844

PLEASE BE ADVISED THAT WE ARE ALSO REQUESTING THAT THE
FOLLOWING AMOUNT FOR THE ABOVE-MENTIONED BILLING PERIOD
BE CREDITED TO OUR ACCOUNT: \$12.33

THANK YOU FOR YOUR COOPERATION IN THIS MATTER.

Richard M. Kelly
General Manager

FAX NO: 408-362-2791

PORTLAND WEST

INTEGRETEL, INC

IGT PAGE 1 OF 1

04103
CCR87

IF YOU HAVE QUESTIONS ABOUT
THE INTEGRETEL, INC
PORTION OF YOUR BILL PLEASE
CALL 1 800 736-7500

ACCOUNT NO 207 774-5601 109 003 7 B98

BILLING PERIOD: MAY 25-JUNE 24, 1994

Itemization of Account**New Charges****► Calling Services****• ITEMIZED CALLS**

NO.	DATE	TIME	PLACE	AREA-NUMBER	*	MIN:SEC	AMOUNT
CALLING CARD 207 774-5601							
1.	MAY 3	133AM	MADISON EN FROM PORTLAND	OH 614 841-2444 ME 207 774-5601	DC	1:49	3.99
2.	MAY 3	139AM	MADISON EN FROM PORTLAND	OH 614 841-2444 ME 207 774-5601	DC	2:03	7.98

* DC DAY CALLING CARD

TOTAL OF CALLING SERVICES 11.97

► Total Tax—FEDERAL .36**TOTAL NEW CHARGES FOR INTEGRETEL, INC****12.33**

This portion of your bill is provided as a contracted service to IGT. IGT provides billing services for themselves or for carriers who offer toll calling or operator assisted telephone service which may originate from residential telephones or from general business telephones including hotels, hospitals, and pay telephones. Charges for these calls are determined by the carrier whose network is used at the time you place your call and are not set by NYNEX or IGT.

Fax No. 408-362-2791 AN: SHELLEY BROWN

INTEGRETEL INC

PAGE 1 OF 1

04103
CCR67

IF YOU HAVE QUESTIONS ABOUT
THE INTEGRETEL INC
PORTION OF YOUR BILL PLEASE
CALL 1 800 736-7500

ACCOUNT NO. **207 774 5804 109 003 7** 898

BILLING PERIOD: JANUARY 25-FEBRUARY 24, 1993

Itemization of Account

New Charges

► Calling Services

• ITEMIZED CALLS

NO.	DATE	TIME	PLACE	AREA-NUMBER	*	MIN:SEC	AMOUNT
1.	JAN 12	722PM	COL INFO CALL	KS 913 338-1574	ES	3	14.85
2.	JAN 18	1017PM	COL INFO CALL	KS 913 338-1574	ES	2	9.90
3.	JAN 18	1019PM	COL INFO CALL	KS 913 338-1574	ES	1	4.95
4.	FEB 9	1028PM	COL INFO CALL	KS 913 338-1574	ES	1	4.95

* ES EVENING STATION

TOTAL OF CALLING SERVICES 34.65

► Total Tax—FEDERAL 1.04

TOTAL NEW CHARGES FOR INTEGRETEL, INC

35.69

This portion of your bill is provided as a contracted service to IGT. IGT provides billing services for themselves or for carriers who offer toll calling or operator assisted telephone service which may originate from residential telephones or from general business telephones including hotels, hospitals, and pay telephones. Charges for these calls are determined by the carrier whose network is used at the time you place your call and are not set by New England Telephone or IGT.

1927.08

3-16-93
Account
These calls
entertain-
ment

1
2 MARCH 8, 1993

3 '1-800/1-900' PHONE SCAM

4 IT HAS BEEN DETERMINED THAT CERTAIN GUESTS ARE MAKING 800
5 TELEPHONE CALLS THAT ARE BEING BILLED BACKED TO THE HOTEL
6 UNDER A 900 NUMBER. I HAVE BEEN ABLE TO DETERMINE THAT A
7 GUEST CAN MAKE A 1-800 CALL, WHICH GOES TO A CALL TRANSFER
8 POINT, AND REQUEST A 900 NUMBER OF CHOICE. THE PERSON OR, IN
9 SOME CASES, THE COMPUTER AT THE 800 NUMBER ASKS THE CALLER TO
10 ID THE PHONE NUMBER THEY ARE CALLING FROM. ONCE THIS NUMBER
11 IS ID'D, THE 800 NUMBER IS TRANSFERRED TO A 900 NUMBER AND
12 THE COLLECT LONG DISTANT BILLING BEGINS FOR YOUR HOTEL. THIS
13 SYSTEM BYPASSES YOUR CALL ACCOUNTING SO THERE IS NO WAY FOR
14 YOU TO COLLECT ON THESE CALLS. AT PRESENT I DO NOT HAVE THE
15 800 NUMBER BEING CALLED; HOWEVER, THE CALLS ARE BEING BILLED
16 FROM (913) 338-1574, WHICH IS THE NUMBER FOR THE CALL TRANS-
17 FER SERVICE. THE TRANSFER POINT FOR THESE CALLS IS KANSAS.
18 IF YOUR PROPERTY HAS BEEN RECEIVING A BILLING FROM 338-1574
19 AND/OR YOU WISH TO AVOID YOUR HOTEL FROM BEING BILLED FOR
20 THESE UNAUTHORIZED CALLS, YOU MUST DO THE FOLLOWING IMMEDI-
21 ATELY. SEND A LETTER (RETURN RECEIPT REQUESTED) TO
22 TRANSFER SERVICES, P.O. BOX 11423, SHAWNEE MISSOURI 66207.
23 REQUESTING YOUR NUMBERS BE REMOVED FROM THE 900 SYSTEM.
24 YOU MUST PROVIDE THEM WITH ALL YOUR 900 NUMBERS. THIS WILL
25 ENABLE THEM TO PLACE BLOCKS ON ALL YOUR NUMBERS SO THE COMPUTER
26 WILL NOT TRANSFER YOUR NUMBERS TO A 900 NUMBER. IT IS
27 POSSIBLE THAT SOME OF YOUR NUMBERS, SO IF YOU BLOCK 800 NUMBERS,
28 YOU WILL BE ABLE TO ALTERNATING YOUR GOOD CUSTOMERS.
29

30 IF YOU HAVE ANY QUESTIONS REGARDING THIS SCAM, PLEASE CONTACT
31 JOE COUCH, PINN SECURITY MANAGER, (404) 604-3660 OR FAX (404)
32 604-3481.

33 ADDITIONAL UPDATE TO TELEPHONE SCAM. J/8ST/SCA/6 LINES 23-32
34 3/15/93. ADDITIONAL INFORMATION HAS BEEN RECEIVED REGARDING
35 PAST BILLINGS REFERENCE "CALL TRANSFER SERVICE". TELEPHONE
36 NUMBER 913/338-1574. IN ADDITION TO SENDING A LETTER TO
37 "CALL TRANSFER SERVICE" TO BLOCK YOUR SPECIFIC TRUNK NUMBER
38 , YOU SHOULD CALL YOUR LOCAL TELEPHONE COMPANY AND PROTEST
39 THE UNAUTHORIZED BILLINGS YOU HAVE ALREADY RECEIVED. IN MOST
40 CASES THE TELEPHONE COMPANIES ARE PROVIDING CREDIT FOR THESE
41 UNAUTHORIZED CALLS. YOU SHOULD ALSO CALL 913/338-1574 AND
42 COMPLAINT BILLING FOR THESE CALLS. QUESTIONS. SEE CONTACT LINE



TO: LONG DISTANCE BILLING CO., INC. / ATTN: KATHY
FROM: Richard M. Kelly
General Manager
DATE: JULY 6, 1994
SUBJECT: TRUNK LINE BLOCKING
TEL. NO. 207-774-5601
BILLING PERIOD: MAY 25 - JUNE 24, 1994

Date	7/6/94	# of pages	3
From	R. Kelly		
To	LOB		
Ref	KATHY		
Phone #	207-774-5601		
Fax	202-873-1892		

LISTED BELOW ARE OUR TRUNK LINES. WE ARE STRONGLY DEMANDING
THAT A BLOCK BE PUT ON ALL THE FOLLOWING TRUNK LINES:

207-774-5600	207-775-6835
207-774-5601	207-775-6836
207-774-5602	207-775-6837
207-774-5603	207-775-6838
207-774-5604	207-775-6839
207-774-5605	207-775-6840
207-774-5606	207-775-6841
207-774-5607	207-775-6842
207-774-5608	207-775-6843
207-774-5609	207-775-6844

PLEASE BE ADVISED THAT WE ARE ALSO REQUESTING THAT THE
FOLLOWING AMOUNT FOR THE ABOVE-MENTIONED BILLING PERIOD
BE CREDITED TO OUR ACCOUNT: \$ 345.21

THANK YOU FOR YOUR COOPERATION IN THIS MATTER.


Richard M. Kelly
General Manager

FAX NO: 202-873-1892

LONG DISTANCE BILLING CO. INC.

ED BILL PAGE 1 OF 1

04103
CCR67

IF YOU HAVE QUESTIONS ABOUT
THE LONG DISTANCE BILLING CO. INC.
PORTION OF YOUR BILL PLEASE
CALL 1 800 748-4308

ACCOUNT NO. **207 774-5601 109 003 7 B98**

BILLING PERIOD: MAY 25-JUNE 24, 1994

Kathy
Fax 702-873-1892

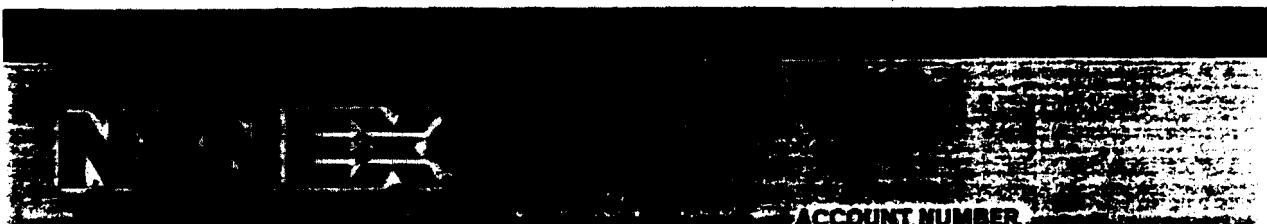
Itemization of Account**New Charges****► Calling Services****• ITEMIZED CALLS**

NO.	DATE	TIME	PLACE	AREA-NUMBER	*	MIN:SEC	AMOUNT
BILLED ON BEHALF OF LDBC							
CALLING CARD 207 774-5601							
1.	MAY 1	334PM	CLEARWATER FROM PORTLAND	FL 813 538-9530 ME 207 774-5601	NC	15:00	59.85
2.	MAY 1	354PM	CLEARWATER FROM PORTLAND	FL 813 538-9530 ME 207 774-5601	NC	15:00	59.85
3.	MAY 1	455PM	CLEARWATER FROM PORTLAND	FL 813 538-9530 ME 207 774-5601	NC	15:00	59.85
4.	MAY 2	850AM	CLEARWATER FROM PORTLAND	FL 813 538-9530 ME 207 774-5601	NC	12:00	47.88
5.	MAY 2	905AM	CLEARWATER FROM PORTLAND	FL 813 538-9530 ME 207 774-5601	NC	15:00	59.85
6.	MAY 2	922AM	CLEARWATER FROM PORTLAND	FL 813 538-9530 ME 207 774-5601	NC	12:00	47.88
SUBTOTAL OF LDBC							335.16

* NC NIGHT/WEEKEND CALLING CARD

TOTAL OF CALLING SERVICES **335.16****► Total Tax—FEDERAL** **10.05****TOTAL NEW CHARGES FOR LONG DISTANCE BILLING CO. INC.** **345.21**

This portion of your bill is provided as a contracted service to LD BILL. LD BILL provides billing services for themselves or for carriers who offer toll calling or operator assisted telephone service which may originate from residential telephones or from general business telephones including hotels, hospitals, and pay telephones. Charges for these calls are determined by the carrier whose network is used at the time you place your call and are not set by NYNEX or LD BILL.



NYNEX
PO BOX 1939
PTLD ME 04104-5010

207 774-5601 109 003 7 B98 16

BILL DATE: JUNE 24, 1994



HOLIDAY INN
81 RIVERSIDE
PORTLAND ME 04103-1045

Amount Paid

Total Amount Due

2,448.83

01 207774560110900378220824 6 00001315000002448833

Please fold and detach here. Return above portion with your payment. If paying in person bring the entire page. All charges are payable to NYNEX.

Summary of Account

ACCOUNT NO. 207 774-5601 109 003 7 B98 BILLING PERIOD: MAY 25-JUNE 24, 1994

► Past Charges and Credits

PREVIOUS BILL	3,937.46
PAYMENTS RECEIVED—THANK YOU	3,805.96 CR
OUTSTANDING BALANCE BEFORE NEW CHARGES	131.50

► New Charges

LATE PAYMENT CHARGE ON OUTSTANDING BALANCE	1.83
NYNEX	1,900.07
AT&T	33.11
SPRINT MISC TOLL CHARGES	0.12
INTEGRETEL, INC	12.33
LONG DISTANCE BILLING CO. INC.	345.21
TELAMERICA COMMUNICATIONS INC.	24.66
TOTAL NEW CHARGES	2,317.33

► Total Amount Due

2,448.83

A 1.388% LATE PAYMENT CHARGE MAY BE APPLIED TO THE BALANCE DUE IF PAYMENT IN FULL IS NOT RECEIVED 25 DAYS FROM THE DATE ON THE ENVELOPE.

NYNEX

ACCOUNT NUMBER

NYNEX
PO BOX 1939
PTLD ME 04104-5010

207 774-5801 109 003 7 B98 16

BILL DATE: JUNE 24, 1994

HOLIDAY INN
81 RIVERSIDE
PORTLAND ME 04103-1045

Amount Paid

Total Amount Due

2,448.83

01 207774560110900398220824 6 00001315000002448833

↑ Please fold and detach here. Return above portion with your payment. If paying in person bring the entire page. All charges are payable to NYNEX. ↑

Summary of Account

ACCOUNT NO. 207 774-5801 109 003 7 B98 BILLING PERIOD: MAY 25-JUNE 24, 1994

► **Past Charges and Credits**

PREVIOUS BILL	3,937.46
PAYMENTS RECEIVED—THANK YOU	3,805.96 CR
OUTSTANDING BALANCE BEFORE NEW CHARGES	131.50

► **New Charges**

LATE PAYMENT CHARGE ON OUTSTANDING BALANCE	1.83
NYNEX	1,900.07
AT&T	33.11
SPRINT MISC TOLL CHARGES	0.12
INTEGRETEL, INC	12.33
LONG DISTANCE BILLING CO. INC.	345.21
TELAMERICA COMMUNICATIONS INC.	24.66
TOTAL NEW CHARGES	2,317.33

► **Total Amount Due****2,448.83**

A 1.388% LATE PAYMENT CHARGE MAY BE APPLIED TO THE BALANCE DUE IF PAYMENT IN FULL IS NOT RECEIVED 25 DAYS FROM THE DATE ON THE ENVELOPE.



TO: TELEAMERICA - ATTN: MARGARITA

FROM: Richard M. Kelly
General Manager

DATE: JULY 6, 1994

SUBJECT: TRUNK LINE BLOCKING
TEL. NO. 207-774-5601
BILLING PERIOD: APRIL 25-MAY 24, 1994
AND MAY 25, - JUNE 24, 1994

Date	7/6/94	# of pages	4
From	R. Kelly		
To	TeleAmerica		
Gen Dept	MARGARITA		
Phone #	207-774-5601		
Fax #	207-774-2103		

LISTED BELOW ARE OUR TRUNK LINES. WE ARE STRONGLY DEMANDING
THAT A BLOCK BE PUT ON ALL THE FOLLOWING TRUNK LINES:

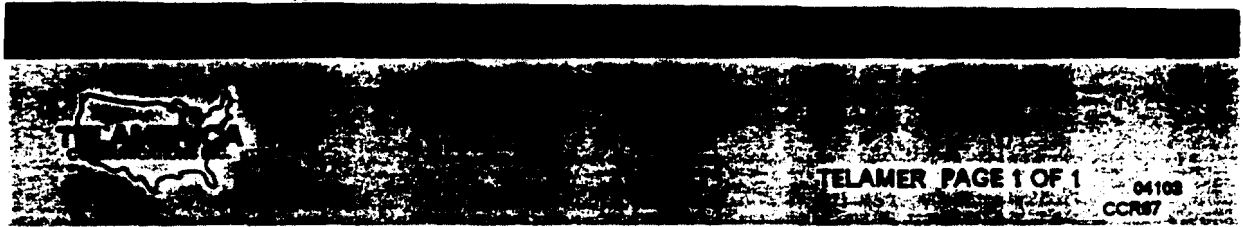
207-774-5600	207-775-6835
207-774-5601	207-775-6836
207-774-5602	207-775-6837
207-774-5603	207-775-6838
207-774-5604	207-775-6839
207-774-5605	207-775-6840
207-774-5606	207-775-6841
207-774-5607	207-775-6842
207-774-5608	207-775-6843
207-774-5609	207-775-6844

PLEASE BE ADVISED THAT WE ARE ALSO REQUESTING THAT THE
FOLLOWING AMOUNT FOR THE ABOVE-MENTIONED BILLING PERIOD
BE CREDITED TO OUR ACCOUNT. \$131.51 and 24.66

THANK YOU FOR YOUR COOPERATION IN THIS MATTER.


Richard M. Kelly
General Manager

FAX NO: 305-919-9996



IF YOU HAVE QUESTIONS ABOUT
THE TELAMERICA COMMUNICATIONS INC.
PORTION OF YOUR BILL PLEASE
CALL 1 800 950-2532

ACCOUNT NO. **207 774-5801 109 003 7 898**
BILLING PERIOD: APRIL 25-MAY 24, 1994

Itemization of Account

New Charges

► Calling Services

• ITEMIZED CALLS

NO.	DATE	TIME	PLACE	AREA-NUMBER	*	MIN:SEC	AMOUNT
CALLING CARD 207 774-5801							
1.	MAY 1	424PM	NORTH DADE FROM PORTLAND	FL 305 948-7536 ME 207 774-5801	NP	12:21	47.88
2.	MAY 13	401PM	NORTH DADE FROM PORTLAND	FL 305 945-2784 ME 207 774-5801	NP	12:40	47.88
3/	MAY 14	249AM	NORTH DADE FROM PORTLAND	FL 305 948-7358 ME 207 774-5801	NP	8:32	31.92

*NP NIGHT/WEEKEND PERSON

TOTAL OF CALLING SERVICES **127.68**

► **Total Tax—FEDERAL** **3.83**

TOTAL NEW CHARGES FOR TELAMERICA COMMUNICATIONS INC. **131.51**

This portion of your bill is provided as a service to TELAMER. There is no connection between NYNEX and TELAMER. TELAMER provides operator assisted telephone service which may originate from certain hotels, hospitals, pay telephones, or other locations. Charges for these calls are set by TELAMER and are not determined by NYNEX.

Bernadette
NYNEX

617-770-4023
FCC Field Communication
#6

STAFF person

Belfast 207-338-4088
PO Box 470 Belfast 04915

DO NOT

617-786-7766



ACCOUNT NO. 1207 774-5601 109 003 7 B98

BILLING PERIOD: MAY 25-JUNE 24, 1994

New Charges

► Calling Services

- **ITEMIZED CALLS**

* NP NIGHT/WEEKEND PERSON

TOTAL OF CALLING SERVICES	23.94
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► Total Tax—FEDERAL **.72**

TOTAL NEW CHARGES FOR TELAMERICA COMMUNICATIONS INC.	24.66
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JUL 05 1994

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